GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:4269
ANSWERED ON:16.04.2001
MOBILE TELEPHONES BY MTNL
UTTAMRAO DEORAO PATIL

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of mobile telephones released by Mahanagar Telephone Nigam Limited (MTNL) during the last three years;

(b) the number of said telephones returned by the consumers due to deffective service during the said period;

(c) the number of consumers whose Deposit Money has been refunded and yet to be refund; and

(d) the steps taken by MTNL to improve the situation?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) MTNL`s Delhi GSM Cellular Mobile Service `Dolphin` was commissioned on 7.2.2001 and since then, a total of 10,211 mobile connections have been released. MTNL`s Mumbai GSM Cellular Mobile Service `Dolphin` was commissioned on 27.2.2001 and number of subscribers availing service are 8032. MTNL Delhi has also released 6307 Mobile Wireless in the local loop phones of CDMA(WLL) technology.

(b) In MTNL Delhi, 55 GSM Subscribers have requested for surrender of their connections due to deficient services, since 7.2.2001. The number of CDMA (WLL Mobile Wireless in the local loop phones returned is 1576.

(c) So far in none of the cases security deposit has been refunded for GSM Cellular. For CDMA(WLL), 783 have been refunded and the cases of another 793 customers are under process.

(d) For GSM Cellular Services, Additional Base Transceiver Stations (BTS) are being installed and the process of radio frequency (RF) optimization is in progress which shall improve the coverage and the quality of the signals. Similar action is being taken at Mumbai. For CDMA(WLL) mobile at Delhi the old WLL system is in the process of being replaced with a new one, with more number of BTS to provide adequate radio frequency (RF) coverage in the city of Delhi.